

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

January 31, 2013



Message from *Director of Medicaid Services, Dr. Susan Mosier...*

The Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services, along with the three KanCare health plans, continue holding Daily Rapid Response Calls each business day at 9 a.m., and we will continue these through at least Feb. 15. The information shared on this conference call with our beneficiaries and providers has been most helpful in bringing issues to our attention and allowing us to resolve situations for individuals and affected groups. We log the issues that apply to KanCare in general and their answers on the KanCare website and provide links to each health plan's issues log for information specific to a single health plan. I hope you check out the KanCare issues log, at www.KanCare.ks.gov in the Policies & Reports section under Readiness Activities, when needed.

We also have our standard assistance lines, which are available anytime during the day, Monday – Friday, 8 a.m. to 5 p.m. Assistance for members and providers is presently at a high volume, with more than 370,000 Kansans learning about their new health plan and Kansas Medicaid providers working with the new health plans. We have the staff and the commitment to handle all your calls and emails.

In addition, regular meetings with providers and member advocates continue through the external stakeholder workgroups, as well as the KanCare Advisory Council. We will consolidate some of the external workgroups going forward and these workgroups will continue to provide avenues for input and feedback on an ongoing basis. If you've been a member of one of our workgroups, and you want to continue to serve, please let your current workgroup chair know this by Feb. 15 as the selection of workgroup members will take place in late February. One of the new workgroups will be the Consumer and Specialized Issues (CSI) workgroup. More information on this workgroup can be found in this issue of the *Advisor*.

Our KanCare Consumer Ombudsman, James Bart, is the father of a 19-year-old son with developmental disabilities. He has stated: "I will use what I know about Medicaid to help others. I will also use my passion to get people answers to their questions." This dedication of James as well as all of the other KanCare staff will help to ensure that your questions and issues are handled with care and commitment. As the transition continues, we urge members and providers to continue utilizing all the avenues we have set up to address your issues and concerns.

www.KanCare.ks.gov

Upcoming Events

Daily Rapid Response Calls Extended—This daily operated-assisted conference call was initially scheduled to last through January, but it has been extended **through Feb. 15**. These calls begin at 9 a.m., Monday through Friday. Call 1-877-247-8650 and use ID code 79687456. During the call, we invite consumers, providers and stakeholders to ask questions about their individual KanCare concerns.



Education Tour Scheduled for February—

As promised, the KanCare Education Tour is coming to a town near you! Teams of KanCare experts will travel to 16 cities from Feb. 18-21 to listen to what consumers have to say about the new Medicaid delivery system and address concerns, as well as answer questions about the three KanCare companies and their value-added services and provider networks. A separate tour is being scheduled for providers, with those details to be announced soon, so stay tuned to the *Advisor* and to provider association newsletters.

From Feb. 18 to 21, two meetings will be held in each city—one from 1 p.m. to 3 p.m., and one from 6 p.m. to 8 p.m. Representatives from the State and three health plans will be on hand to respond to your questions and concerns.

KanCare Educational Tour for Consumers:

Feb. 18—Dodge City, Manhattan, Winfield, Topeka

Feb. 19—Garden City, Salina, Parsons, KCK

Feb. 20—Colby, Great Bend, Fort Scott, Olathe

Feb. 21—Hays, Wichita, Emporia, Atchison

For the Consumer-specific meetings, [Click Here](#) for details.

Reminder about Continuity of Care: The three health plans and KanCare consumer assistance line continue to receive calls regarding provider networks and service coverage. We want to reiterate that the first 90 days of KanCare are covered by the Continuity of Care protections. That means, among other things, the three managed care organizations (MCOs) must honor all plans of care, prior authorizations and established provider/member relationships during this time. Even if the established provider is not in an MCO network, the provider will still be paid at 100 percent of the Medicaid fee-for-service rate through the first 90 days. We also want to remind consumers that if they are not happy with the provider network and value-added services in their assigned plan, they have until April 4th pick one of the other two health plans.

For a complete list of Continuity of Care provisions, [click here](#).



Issues Log Continues to Offer Solutions to Stakeholders

In an effort to quickly resolve any issues related to the implementation of KanCare, the State and the three health plans have set up issues logs. Check the logs often to find out if your issue is listed and how it was resolved. Click the icons below to view each issues log.



KanCare Ombudsman

KanCare Ombudsman James Bart has been on the job for one month now and is hard at work for KanCare consumers and providers. The ombudsman helps people enrolled in a KanCare health plan, primary focusing on individuals participating in an HCBS waiver program or receiving other long-term care services through KanCare.

1-855-643-8180

KanCare.Ombudsman@kdads.ks.gov



Want to Offer Input on KanCare?

Would you like to be a member of a work group that helps guide the KanCare program? The work group is called the **Consumer and Specialized Issues (CSI)** work group. We're looking for people who receive KanCare services to help us by: (1) Looking at information for people served by KanCare (2) Sharing ideas for improving KanCare (3) Helping resolve issues that may come up about KanCare.

If you are a family member of someone receiving KanCare, you can also help. Just fill out the [form](#) you find here. We also have a **Medical Care Advisory Committee (MCAC)**. We would like to have people receiving KanCare or their family members on that committee, too. This committee helps us decide how to run our programs and how to know if they are working well.

Not everyone will be chosen. We want to have a variety of people in the groups. We also need to keep the groups the right size. If you need help to be a member, please tell us on the form.

Ombudsman Contacts from Jan. 21—25	48
Total Calls	25
Calls Resolved	19 (6 are pending)
Call Resolution Rate	76%
Total Emails	23
Emails Resolved	18 (5 are pending)
Email Resolution Rate	79%

Click the links below to contact your MCO





KDHE's Eligibility Outreach Staff

**KanCare Consumer Assistance:
1-866-305-5147**

Staff and Location	Phone
Mimi Leonard Shawnee County Health Dept. 1615 S.W. 8th Ave. Topeka, KS 66608	785-338-2539
Sandra Zeh Wichita Public Schools 201 North Water, 2nd floor Wichita, KS 67202	316-323-8957
Teresa Flores United Methodist Mex-Amer Health Ministry 121 W. 3rd Liberal, KS 67901	620-655-6751
Kate Steeves Konza Prairie Comm. Health Ctr. 361 Grant Ave., P.O. BOX 1107 Junction City, KS 66441	785-307-3461
Debbie Dunlap Mercy Hospital 800 W Myrtle St Independence, KS 67301	620-779-0270
Ruth Becker Turner House Children's Clinic 21 N. 12th St., Suite 300 Kansas City, KS 66102	913-802-4205
Cindy Proett PrairieStar Health Center 1600 N. Lorraine, Suite 110 Hutchinson, KS 67501	620-615-1795
Bricia Espino United Methodist Mex-Amer Health Ministry 712A St. John Street Garden City, KS 67848	620-290-9476
Myrna Scott Salina Family Healthcare Ctr. 651 East Prescott Salina, KS 67401	785-338-2540
Patricia Satterlee Heart of KS Family Healthcare 1905 19th Street Great Bend, KS 67530	620-282-3555
Brandy Ney First Care Clinic 105 W. 13th Hays, KS 67801	785-259-8614

**Outreach staff move around the county/region during the week to different clinics or schools.
It is recommended that you call ahead to make an appointment.**



New to the KanCare Website

Submitting Clean Claims

A top priority is making sure KanCare service providers are receiving payments on time. In order to ensure that payments are issued quickly, claims should be submitted according to plan guidelines.

We've added to the KanCare website a complete list of instructions on how to submit clean claims **for nursing facilities and home and community based care**.

This information can be found in the Provider section of the website, under Provider Billing Information, or you can [click here](#). The information is available for each managed care organization (MCO).

Q & A of the Day

Q: My KanCare card lists a primary care provider (PCP). Do I have to use this doctor or can I choose a different PCP?

A: The PCP listed on your KanCare card is a general physician who is in your health plan's network. But you are always free to choose a different PCP who is in network with your health plan. Or, until April 4, you can continue to see your current doctor under our continuity of care provisions, or change health plans and select a doctor in a different network.

**Governor's KanCare Advisory Council
March 12 from 2 p.m. to 3:30 p.m.
Curtis State Office Building, Room 530**

KanCare Advisor is published every other week. If you would like to subscribe to this news bulletin, please register with the ListServ group for this publication at <http://listserv.kdheks.gov/>

External Stakeholder Workgroups

There are four external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These work groups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

Next Workgroup Meetings

Providers: Feb. 21, from 9 a.m.-Noon, location TBD

Managed Care Organizations: Feb. 11, 11 a.m.—noon, Conference Call, Dial 866-620-7326, Code: 1041258531

Member Involvement and Protections: Feb. 13, from 2-4:00 p.m., DCF Learning Center

Specialized Healthcare and Network Issues: Feb. 4, 1:30-3:30 p.m., Landon Bldg - Room 106

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.

